



Career Service Board Meeting #2444

Minutes

Thursday, November 21, 2024, 9:02 a.m.

201 W. Colfax Ave, First Floor, Career Service Hearings Office

(This meeting has been recorded and the recording is available to the public)

Board Attendance: Ashley Kilroy, Michelle DeVoe, June Taylor, Jorge Avendaño-Curiel, and Lynnea Hutton, Bob Wolf, Assistant City Attorney Section Supervisor, Kathy Nesbitt, Executive Director of Office of Human Resources.

Call to Order: June Taylor moved to approved change of the agenda to have Executive Session prior to the public meeting; Lynnea Hutton seconded. The motion was approved by unanimous consent. The public meeting was called to order at 9:34 a.m. by Ashley Kilroy.

I. Agenda/Minutes

A. Approval of the Agenda for the November 19, 2024 - Board Meeting

June Taylor moved to approve the amended November Agenda; Michelle DeVoe seconded. The motion was approved by unanimous consent.

B. Approval of the Minutes for the October 21, 2024 - Board Meeting

June Taylor moved to approve the October Minutes; Jorge Avendaño-Curiel seconded. The motion was approved by unanimous consent.

II. Board Comments

None

III. Public Comments

None

IV. Public Hearing

A. Public Hearing Notice 694: Rule 13: Proposed Changes - Part II – Kristin Rozansky – Director of HR and Compliance

(Note: The PowerPoint presentation for this portion of the Board meeting is in the official record of the Board packet, which is available to the public)

Director Nesbitt reviewed with the Board the revisions to Rule 13 which were approved and rejected at the Board's October meeting. The Board requested they receive a clean copy of Rule 13 to review and then discuss, if needed, at the December meeting. The clean copy will include the changes made by the Board at its October meeting. Bob Wolfe advised that the rulemaking hearing should remain open until the Board members had reviewed the clean copy of the revised Rule 13. June Taylor moved the rulemaking hearing remain open. Lynnea Hutton seconded. The motion was approved by unanimous consent.

V. Executive Director's Briefing

A. OHR Update –Kathy Nesbitt, Executive Director, Office of Human Resources

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(Note: The PowerPoint presentation for this portion of the Board meeting may be found in the official Board packet, which is available to the public)

Ms. Nesbitt focused on four areas during her presentation including OneHR Updates, including performance evaluations, goals, engagement, and events; Mayor's Office 2025 budget; Audit update; and 2024 Executive Director/OHR Goals

OHR Updates

1. Performance evaluations are now underway by managers with 57% of employees having completed self-reviews, the highest in four years. Ms. Nesbitt then described the process for self-evaluations and their electronic transmittal to managers.
2. New metric driven goal writing course has been published so that managers can use it for establishing 2025 goals. Course aligns with how City managers can align performance goals with strategic objectives, using metrics which make goals strategic and measurable.
3. The bi-annual citywide employee engagement survey opens December 2nd with results being available sometime in the first quarter of 2025. In addition, in the DEB, employees were sent initial collective bargaining communications.
4. OHR's Channel Sayyid won the prestigious Data-Driven Innovation of the Year award from the Denver Peak Academy for her project titled the "Source of Truth Report Guide." Channel recently moved from our Talent Acquisition team to OHR's Data Analytics team.
5. Alyse West has been helping set pathways for future employees. She managed FutureFest earlier this year and recently set-up a Career Exploration Fair at DSST. A number of students were there learning from CCD employees, including OHR staff, about future career pathways. The intent is to build a pipeline to CCD careers. Ms. Kilroy asked about collaboration in these areas with the Department of Safety. Director Nesbitt stated that OHR collaborates in a number of ways with Safety and that Safety, with a new Executive Director of the Civil Service Commission, is looking at different ways for them to have these types of events for their unique set of jobs.

Mayor's Office Update

1. City Council approved the Mayor's 2025 \$1.76 billion budget at its November 12th meeting. It is slight increase; however, it is the tightest budget since 2011 given the decrease in revenue. The mayor has a number of projects he wishes to take on so city agencies have been making adjustments to assist with implementing those projects. OHR has had to reduce its budget, including not increasing the employee education refund and freezing some positions. OHR is currently operating at a deficit so will have to request some supplemental funding. That decision will be made in January.

Audit update

1. Dependent Audit – recently OHR did a dependent audit, verifying the status of dependents receiving benefits. Because of the audit, 521 people were removed from coverage and 100+ people voluntarily removed themselves from coverage. This resulted in a \$2M savings while the audit itself cost \$100K.
2. Organizational Culture Auditor's Office is currently conducting this audit for the first time. The agencies included in this audit are the Mayor's Office, OHR, DPR and DAV agencies. OHR has submitted information and data and some interviews have been conducted. Surveys sent to all employees of the agency and/or department and there have been some focus groups. The audit report is expected in 2025.

Executive Director/OHR 2024 Goals

1. ED/OHR 2024 Shared Goals
 - a. Culture/EDI Goal on Increasing Employee Engagement (including within OHR):

- (a) Ms. Nesbit co-led the Mayor's Tiger Team on Engagement with Phil Washington from DEN and will be doing a presentation to the Executive Leadership team next week.
 - (b) The citywide employee engagement survey will be launched on December 2nd with results in early 2025.
 - (c) OHR's employees have completed their self-evaluations with a 4% increase in participation in this part of the process over 2023.
 - (d) There has been significant attendance at OHR Employee Events including the Pancake Breakfast, various pop-ups and quarterly employee meetings.
 - (e) Established a team of OHR employees with backgrounds in labor relations and been providing them with weekly updates on setting up collective bargaining in the City.
 - (f) OHR's EDI Lunch and Learns have been very successful with other agencies wanting to duplicate some of the training.
 - (g) OHR now has an onboarding program and is conducting new hire surveys.
 - (h) Eighty-five percent of OHR's hiring managers and panel members have taken the Unconscious Bias training.
 - (i) Citywide there has been an increase in the number of employees in the biometric screenings.
 - (j) Twenty-six training courses have been revised to incorporate the new City Values as well as increasing the accessibility of those courses.
 - (k) The recent Total Rewards Study showed that CCD is at or above market standard for pay and benefits. We are also doing some work researching usage of Care Bank leave.
 - (l) OHR has launched its #SeeYourselfHere campaign, obtained media sponsorships, expanded marketing into underrepresented neighborhoods and achieved a 98% view through rate on Spanish CTV.
- b. Recruitment/Retention Goal on Reducing CCD's Vacancy Rate and Increasing the Retention Rate –
- (a) Goal was to be at 10% for DEN and DHS and we are in the single digits. Kudos to the recruiters and service team members for collaborating.
 - (b) Offer to Hire turnaround time has gone from 8.2 days to 6.57 days.
 - (c) On-calls – We have reduced the Time to Fill these positions to 29.8 days and for limited and unlimited positions overall to 46.3 days.
 - (d) We have hired lifeguards and seasonal park staff rapidly.
 - (e) Voluntary Turnover has been reduced to 12.2% with the efforts of the Service Teams identifying opportunities for retention and recognition.
 - (f) The vacancy rate has stabilized over the past few years with a current termination rate of 12.73% year to date, just over a 1% decrease from the previous year. This results in a \$2.4 M cost savings for the City.
 - (g) There is a 53% participation rate in the onboarding surveys sent out at the 30 day and 7-month marks.
- c. Tech & Innovation Goal on Utilising Data Dashboards
- (a) Service Teams and TA have been trained to pull reports which frees up the Data Analytics team to do other work.
 - (b) HRTI has partnered with MarComm and Talent Acquisition to improve the Workday landing page to make it easier for applicants.
 - (c) Increasing the integration of Indeed and LinkedIn to create easier application for city jobs. It was noted that we use the employee engagement survey for feedback on employee engagement, rather than Indeed and LinkedIn
 - Growth in the number of visits to OHR's social media platforms (70,000 visitors).

VII. Executive Session

Executive Session started at 9:03 a.m.

VIII. Pending Appeals

- A. Candace Hill v. Denver Sheriff - Appeal No. A037-23 – At its July 31, 2024, Board meeting, the Board directed that the Motion to Dismiss be granted. Order granting the motion is pending.
- B. Courtney Brown v. Denver Sheriff - Appeal No. A035-23 – At its July 31, 2024, Board meeting, the Board affirmed the Hearing Officer's Decision of November 6, 2023. Order affirming the decision is pending.

IX. Adjournment

The Executive Session of the Career Service Board was called to order at 9:03 a.m. Adjournment of the Executive Session of the Career Service Board was at 9:32 a.m. Michelle DeVoe moved to adjourn the Executive Session of the Career Service Board; Lynnea Hutton seconded. The motion carried by unanimous consent.

Public Session of the Career Service Board meeting readjourned at 9:34a.m. The public session was adjourned at 10:25 a.m. Lynnea Hutton moved to adjourn the Career Service Board meeting; Jorge Avendaño-Curiel seconded. The motion was approved by unanimous consent.